

Accountant General's Department



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Job Description & Specification

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2016



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HELP DESK  
ASSISTANT

Public Building West, King Street, Kingston, Jamaica

## JOB DESCRIPTION

**Job Title:** Help Desk Assistant

**Post Number:** 1933; 1934; 68844

**Job Grade/Level:** MIS/IT 3

**Department:** The Accountant General's Department – A Department of the Ministry of Finance and the Public Service

**Reports to:** Client Support Manager

**Direct Reports:** N/A

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This Job Description has been approved by the Accountant General and will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. It is validated as an accurate and true description of the job as signified below:

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Accountant General

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Date

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Date received in Human Resource Unit

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Date created/revised

## **1. STRATEGIC OBJECTIVE:**

The Information and Technology Division is responsible for providing support to the Treasury in all areas of operations, facilitating the modernization of fiscal processes through the use of better methods and techniques, and cutting edge information technology. The work of this division improves the acquisition, allocation, utilisation and conservation of public financial resources using automated, integrated, effective, efficient and cost effective information systems.

The Division is responsible for the development and maintenance of the Government's Integrated Financial Management Information System (GIFMIS). It is also responsible for training the AGD's staff as well as staff of the MOFPS and other MDAs in the use and functions of the relevant IT systems, guided by recognized standards and formal policy.

The Division is also responsible for the implementation and maintenance of the AGD's Records Management System (RMS) as part of the overall management system, based on records management principles, to facilitate the management of the AGD's records to meet the AGD's information needs, stakeholders' information expectations, and statutory and fiscal requirements regarding records.

## **2. JOB PURPOSE:**

Reporting to the Client Support Manager, the Help Desk Assistant provides technical support for the Treasury's computer systems to AGD staff, MDAs and the public. The incumbent receives and responds to requests for assistance by customers who are experiencing technical difficulties with computers or related devices such as printers or routers. The incumbent responds to telephone calls, email and personnel requests for technical support; identifies, researches, and resolves or escalates technical problems; and documents, tracks and monitors the problems to ensure timely resolution.

### **Summary of the broad purpose of the position in relation to Government's goals and strategies:**

- To provide administrative support for the IT Help Desk.
- To diagnose computer-related issues including on-site.
- To create documentation.
- To provide first-level support and escalation of advanced issues to higher-level support.
- To provide feedback to management about ongoing customer difficulties and product-related issues.
- To perform installation of new software and repairs of computer hardware.
- To provide assistance in determining and ordering the appropriate pieces of hardware or software to meet clients' needs.

### **3. KEY OUTPUTS**

- Client issues resolved within the stipulated SLAs.
- Positive Client experience through high quality service and communication.
- Each client's issue(s) researched and resolved to their utmost satisfaction.
- Incidents resolved and requests fulfilled through Tier 1 support in accordance with stipulated guidelines and procedures and SLAs.
- Client information and problem solving process, decisions, and final resolutions captured.
- Database updated and reports generated.

### **4. KEY RESPONSIBILITIES**

#### **Technical**

- Monitors the daily receipt of tickets and automated assignments to specialists.
- Identifies any emergency/critical tickets logged and advise unit manager.
- Tracks ticket resolution according to SLA.
- Provides daily management reports on ticket resolution metrics to unit manager.
- Follows up with specialists on unresolved tickets approaching the expiration of the SLA.
- Logs tickets manually in the event of system being down.
- Operates the Help Desk hotline and either address, or route calls accordingly.
- Converts telephone requests to tickets for action by specialists.
- Resolves issues received by phone, walk-ins or email, which are within scope, according to the established guidelines for standard responses to client issues.
- Provides remote support services to user base where appropriate.
- Escalates any issue that may fall outside of scope, in accordance with the established guidelines for processing.
- Logs in manually the ticketing system all queries/requests received outside of the formal ticketing system to ensure that they are accounted for and tracked.
- Assists specialist with closing tickets according to SLAs.
- Provides administrative support for the unit.

#### **Any Other Duties**

- Any other related duty that may be assigned from time to time.

### **5. KEY PERFORMANCE INDICATORS**

The job is successfully performed when:

- Tickets monitored daily in accordance with guidelines and procedures and SLAs.

- Tier 1 issues are resolved as point of first contact according to guidelines and standards.
- Department hotline efficiently manned in compliance with applicable guidelines, procedures, policies and standards.
- Incidents resolved and requests fulfilled through Tier 1 support in accordance with stipulated guidelines and procedures and SLAs.
- Client information and problem solving process, decisions, and final resolutions captured.
- Current Database and reports generated and submitted within stipulated time frame.
- All requests processed by the department are updated on the system and tracked.
- Efficient administrative support is provided in compliance with guidelines, procedures, policies and standards.

## **6. JOB SPECIFICATION:**

### **a. Qualification and Training**

Essential:

- A Diploma or Associate Degree from a recognized institution in Information Technology;
- Technical expertise in Enterprise Systems;
- Advanced skills in Microsoft Office Suite.

Desirable:

- Training in customer service

### **b. Essential Experience and Knowledge**

- At least 3-4 years' experience working in a technical support IT position.
- Comprehensive and technical knowledge of Enterprise systems and Technology.
- Cutting edge knowledge of computer hardware, systems repair and maintenance.
- Cutting edge knowledge of technology enabled automated help desk operations.
- Knowledge of the various guiding Acts and Regulations.

Desirable:

- Knowledge of CTMS

### c. Competencies

The following competencies are required for the effective performance of this job:

- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance.
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals.
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives.
- **Ability to work effectively under pressure**
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department in a consistent, effective and efficient manner.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one- on- ones face- to- face, with excellent public speaking skills.
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment.

### 9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

**Physical Demands** - Pressured working conditions with numerous critical deadlines.

**Work Environment** - Normal office conditions

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

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Name of Employee

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Signature of Employee

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Date

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Name of Supervisor

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Signature of Supervisor

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Date